

**2006 WorkFirst Local Comprehensive Evaluation (CE) Plan
Local Planning Area: BELLTOWN – CAPITOL HILL – RAINIER**

Fully describe your local CE process by answering the following list of questions based on the CE Standards. You may want to include a flow chart of your local process.

1. *Please list the local DSHS, ESD and CTC agency partners that will be participating in the CE process in your local area (i.e. specific CSO(s), WorkSource site(s) and CTC(s)).*
 - *If CJ contractors or other community partners are participants please list and explain their roles.*
 - *If a CTC is not located in an area, how will the college ensure that the educational interview and CASAS appraisal is provided?*

Community Service Offices

Belltown CSO
Mark Dalton,
Administrator
2106 2nd Avenue
Seattle WA 98121
206/239-3609

Capitol Hill CSO
Chet Linowski,
Administrator
1700 E Cherry
Seattle WA 98122
206/568-5504

Rainier CSO
Helen Campbell,
Administrator
3600 S Graham St
Seattle WA 98118
206/341-2343

WorkSource Affiliate Rainier

Millicent Blocquer, Administrator
2531 Rainier Avenue South
Seattle WA 98144
206/721-5987

Community Technical Colleges

Seattle Central Community College
Maggi Sutthoff, Director, Women's
Programs
1701 Broadway, MT 202
Seattle WA 98122
206/587-3855

Seattle Vocational Institute
Sean Kane
2120 S Jackson
Seattle WA 98144
206/587-4950

2. *Describe how child care and needed support services will be handled at the time of application (Positive Prevention Services) to help ensure that parents can participate in the CE process without delay.*

- ◆ Support services will be provided if needed to participate in the Comprehensive Evaluation. Information and referral for childcare will be provided early in the process. The case manager will give the parent part 1 and part 2 of the childcare application at time of the financial interview. One-half time WCCC will be authorized for 14 days per DCCEL policy.
- ◆ Preventive services, including alternative sources of income such as UI, child support, childcare and DCA, will be explored. All applicants will be requested to apply for UI benefits. The process from TANF application until determination of eligibility will take an average of 11 days.

3. *Describe where each of the CE elements -- listed above and in the standards -- will be conducted (e.g. CSO, WorkSource, college, other).*

- *If your local community has multiple CSOs, CTCs or WorkSource/ ESD offices, explain how and where the CE elements will be offered and how the CE process will be coordinated.*
- ◆ Preventive Services, WorkFirst Engagement and Foundation Evaluation will be completed at the DSHS office. Unless a parent is significantly impaired they will be referred for the comprehensive evaluation even though their initial WorkFirst participation plan will be deferral from work-related activities to address other barriers. It is felt information obtained from the comprehensive evaluation will be valuable for long-term planning. If a parent is significantly disabled and unable to participate in the evaluation process s/he will be referred to a social worker for a comprehensive assessment and plan development. Parents who are temporarily deferred will be referred for the CE as quickly as possible. An initial Individual Responsibility Plan (IRP) will be developed for the parent indicating when and where to report for the comprehensive evaluation process or appointment with a social worker.
- ◆ The CASAS and Work Skills Assessment will be provided at the WorkSource Affiliate Rainier Office (WorkSource) by college staff and WorkFirst staff a minimum of 3 days per week. The CASAS will begin with an introduction provided by the college. It will include a review of the process, value of the process and advantages to the parent. Each segment of the testing will take approximately 1 hour.
- ◆ Upon completion of the testing the parent will be given an appointment within 3 days to meet with college staff at WorkSource who will provide information related to their educational/literacy levels and to inform them of training options. Immediately following the consultation with college staff Employment Security staff will meet with the parent to discuss labor market opportunities, options for pathways based on program policy, and complete an Employment Plan with recommendations for participation incorporating all aspects of the CE. Consultations will be held a minimum of 2 days per week. A schedule will be used and distributed to college and WF staff in advance of appointments.

- ◇ The case manager will develop an IRP based on the evaluation and recommendations of the Employment Plan. Parents who are job-ready will be referred for full-time job search. The case manager will make referrals to activities such as training, basic education, community jobs, or soft skills development as recommended in the Employment Plan if consistent with historical information in the case record.
- 4. *Describe how each element of the CE will be conducted (e.g. individual interview, group process, group or individual testing etc.)*
 - *List primary assessment tools (and any additional tools) that will be used by each of the partners. CSD staff will use the CE Foundation evaluation and Social Service Assessment in eJAS – these do not need to be listed. ESD should document the Work Skills Assessment tool they will use and any secondary assessment tools. The CTCs do not need to list the CASAS Appraisal since it is required. However, CTCs should list other assessment tools such as ASSET, COMPAS, Work Readiness Credential, WorkKeys, etc. and explain when they would use these assessment tools.*
- ◇ The college will administer the CASAS appraisal in a group setting.
 - ◇ ESD will administer the CT CHOICES 2006 which includes a completed Work Skills Assessment on Interest Profiler, Basic Skills Survey, Work Importance Locator and Labor Market Information.
 - ◇ Parents will be given an appointment at the end of their WorkSkills Evaluation for a one-on-one educational options session with a college advisor, to be followed immediately by a one-on-one session on with the ESD counselor who will develop the Employment Plan.
- 5. *Describe how your local CE process will meet the completion time frame standards (an average of 10 work days to complete CE and no more than 30 calendar days from TANF application to participation in a pathway activity).*
 - *Include when or how often each element of the CE will be conducted to ensure that adequate evaluation opportunities are available to meet parents' needs and the program standards.*
 - *Explain how the social service assessment, when required, will be completed within the above timeframe.*
 - *When program criteria for emergent issues indicate the parent needs to be "temporarily deferred" from completion of the CE, describe how your area will insure that parents are re-involved in CE as soon as possible.*
- ◇ An initial Individual Responsibility Plan will be developed for the parent indicating when and where to report for the comprehensive evaluation process and an appointment to meet with the case manager at the CSO to develop a WorkFirst plan after completion of the comprehensive evaluation (within 14 calendar days).

- ◆ The IRP will include:
 - ✓ The date and time to complete the CASAS and Skills Assessment (the CASAS and Skills Assessment will be scheduled at the same time but will happen consecutively).
 - ✓ A Requirement to keep the scheduled appointment with the college and Employment Security representatives to discuss evaluation results.
 - ✓ An appointment to meet with the case manager to develop an IRP based on the results and recommendations from the comprehensive evaluation and consideration of any special records information.
- ◆ The case manager will enter a CE component for the comprehensive evaluation with a scheduled end date seven days out to monitor completion of the CASAS/Skills Assessment. If requirement met within the seven days, the component will be extended another seven days or to the date of the scheduled follow-up appointment with the case manager. If parent has not completed required activities by the initial seventh day, the case manager will contact them to find out why and/or take follow-up action.
- ◆ If the parent needs time to locate childcare, enter component XC for seven days and monitor closely to ensure compliance.
- ◆ The CASAS/Work Skills Assessment will be facilitated a minimum 3 days per week.
- ◆ Unless the parent is severely limited, they will be referred to WorkSource for completion of the CE at the same time they are referred to a social worker for a social work assessment. If the parent is not referred immediately to WorkSource, the social work assessment will be completed within 7 days of referral to the social worker. If the social worker cannot determine the parent's ability to participate without additional documentation, the parent will be requested to complete the CE pending receipt of information needed to determine if s/he should be deferred or exempted from WF participation. If referred for CE they will be required to complete the process within 14 days calendar days.
- ◆ Parents temporarily deferred from WorkFirst participation will be closely monitored for participation and progress in activities which were recommended to alleviate or remove barriers. When the parent is determined able to participate the case manager will refer them to WorkSource for the CE or, if the CE was previously completed, they will develop a new IRP requiring WorkFirst participation based on evaluation results.

6. *Does your local area intend to include "enhancements" to the CE process beyond the required minimum standards (i.e. Family Literacy, soft skills, Dependable Strengths)? If yes, please describe your plans.*

Parents who are not deferred but are not job-ready will be referred to contractors for basic education, DVR, soft skill development, etc. Programs currently being used:

Soft Skill Success – A 7 day workshop held at the Rainier Community Service Office. It focuses on creating motivation, visualizing the future, understanding “you,” and discovering individual gifts and greatness. We have used this workshop in conjunction with a full social work assessment to engage sanctioned parents in WorkFirst activities.

The Advancement Project (TAP) – A program developed for persons working full- and part-time and still receiving TANF benefits or below poverty level to help them improve income/self sufficiency. The focus is on improving wages, increasing hours, job stability, benefits, progress on career path and setting goals and achieving them. This program is available to all King County residents. TAP counselors meet with parents at the parent’s home, work site or other places (coffee shop, etc.) of the parent’s choosing.

Essential Skills for the Workplace – A series of short courses offered at the Rainier WorkSource, Capitol Hill CSO and Rainier CSO. These courses run from 1 to 2 weeks (12-24 classroom hours), meeting four afternoons each week and include Computer Basics, Microsoft Excel and PowerPoint, and Communication and Teamwork Skills for the Workplace. The courses provide basic computer literacy and soft skills that essential for success in virtually every workplace. The communication course provides tools needed to communicate well with parents and colleagues in the workplace. Participants learn to understand and use different personality styles to express themselves effectively, to handle difficult situations, manage conflict and create “win-win” situation.

Parents have given us feedback that the courses have provided new skills as well as valuable review and updating of antiquated or seldom-used skills. They also cite increased self-esteem, confidence in their skills and confidence in their ability to communicate effectively in the workplace. In job interviews this increased confidence has improved their ability to articulate their strengths and skills to potential employers.

7. *Describe how line staff will communicate and coordinate during the CE process.*

- *Explain how line staff will resolve issues when there are differing partner views on the most appropriate pathway for a parent.*

- ◆ Staff will use eJAS emessage, telephone and case staffings to communicate and resolve issues.
- ◆ A social worker is co-located at the WorkSource site to work with parents expressing difficulties, to help them resolve emergencies and to act as liaison between WS, CSO and parent.
- ◆ In most cases the plan will follow the recommendations in the Employment Plan. If not, the case manager will resolve with the partners and parent, with weight given to the parent’s choice for participation. If the developed IRP is contrary to recommendations in the Employment Plan, the case manager will document in eJAS they considered all recommendations made by ES and the college and justify why the developed plan was chosen over the recommendations.

8. *How will your local partnership pro-actively address challenges during CE start-up and on-going phases?*

The partners have met several times to discuss possible challenges and make preparations for most contingencies. Commitment to the process and open and frequent communication will be utilized.

The plan will be reviewed and updated as necessary to ensure parents successfully complete all components.

Signatures:

CSO Administrator

WorkSource Administrator

College Representatives

Community Jobs Administrator

BELLTOWN - CAPITOL HILL - RAINIER

COMPREHENSIVE EVALUATION FLOW CHART

DSHS
Application for Benefits

- Eligibility Interview
- Positive Prevention
 - Diversion Cash Assistance
 - Unemployment Insurance
 - Child Support Assistance
 - Childcare Assistance
 - Medical Assistance
 - Food Assistance
 - Community Resources
- WorkFirst Orientation
- Foundation Evaluation
- Development of IRP
- Authorize Support Services to support CE process

Diverted

Social Work
Assessment

- Determine Deferral/Exempt Status
- Develop IRP to remove barrier
 - Refer for CE
 - Facilitate SSI Application

Comprehensive Evaluation
WorkSource Affiliate Rainier

Phase I - Testing

- Complete CASAS Appraisal with College Staff
- Complete Work Skills Assessment with ESD Staff

Phase II - Consultation/Plan Development

- Appointment with College Staff to discuss training needs/options
- Appointment with ESD Staff to develop Employment Plan
- Developing the WorkFirst IRP will include involving the parent, reviewing the Employment Plan developed by WorkSource staff and the Social Work Assessment, if applicable.

Parent Engagement

Appointment with Case Manager to develop IRP for WF Participation
WorkFirst participation requirements may include:

- Barrier removal services such as Chemical Dependency treatment, Mental Health treatment, family violence or treatment for physical health problems.
- Job Preparation or Job Search
- CJST/HWHD, Vocational Ed or Basic Ed
- Community Jobs